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## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT: Tracy E. Thieret

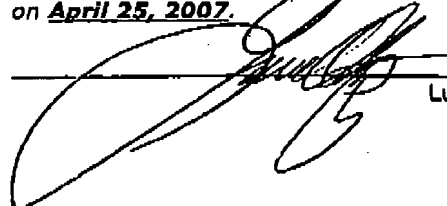
EXAMINER: Paul F. Contino

SERIAL NO.: 10/759,682

GROUP: 2114

FILED: January 16, 2004

ATTY DKT NO.: D/A2179

TITLE: APPLICATION OF LIVE MACHINE DATA TO CUSTOMER SUPPORT  
FAULT ISOLATION PROCESSESCERTIFICATE OF TRANSMISSION BY FACSIMILEPlease forward all correspondence to:Ortiz & Lopez, PLLC  
P.O. Box 4484  
Albuquerque, NM 87196-4484*I hereby certify that this correspondence is  
being transmitted to the Commissioner for  
Patents, P.O. Box 1450, Alexandria, VA  
22313-1450 by facsimile transmission  
to the following fax number **571-273-8300**  
on **April 25, 2007**.*  
Luis Ortiz 4/25/07Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450REPLY TO FINAL OFFICE ACTION  
AND  
REQUEST FOR CONTINUED EXAMINATION UNDER 37 CFR § 1.114

Dear Sir:

In response to the Office Action dated February 2, 2007 in the above captioned matter, and in support of the Request for Continued Examination (RCE) under 37 CFR 1.114, please consider the following remarks:

Claims begin on Page 2 of this Paper.

Remarks begin on Page 7 of this Paper.

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